

ANNUAL REPORT 2011



Norfolk Independent Advisory Group

working with



NORFOLK POLICE AUTHORITY



NORFOLK
CONSTABULARY

Our Priority is You



**Norfolk Independent
Advisory Group**

working with



NORFOLK POLICE AUTHORITY



NORFOLK
CONSTABULARY
Our Priority is You

ANNUAL REPORT 2011

FOREWORD BY NORFOLK POLICE AUTHORITY CHAIRMAN STEPHEN BETT

CONTENTS

- Foreword by Norfolk Police Authority Chairman Stephen Bett
- Foreword by Chief Constable Phil Gormley
- Message from Deputy Chief Constable Simon Bailey
- Chair's Message
- IAG Membership
- Meet the Members
- Review of 2011
- The Year Ahead
- How to Join the IAG



I would like to thank the Independent Advisory Group for giving me the opportunity to contribute to its Annual Report. The IAG plays a vital role in helping both the Police Authority and Constabulary to consider the impact that their policies and services may have on different communities. By pointing out where things could be improved, the IAG's members enable us to raise our game

and better meet the needs of the people who live in, work in and visit Norfolk. This, in turn, increases the trust and confidence that communities have in the policing of their county.

2011 has been a busy year for the IAG and, on behalf of the Members of Norfolk Police Authority, I would like to register our appreciation of the Group's dedication and hard work. Whether working collectively or as individuals with specific community knowledge and experiences, the IAG makes a real difference to how the police service in Norfolk responds to community needs. I hope this continues and wish the IAG an equally successful 2012.

FOREWORD BY CHIEF CONSTABLE PHIL GORMLEY



I am delighted to have this opportunity to say a few words in the Independent Advisory Group's Annual Report.

Effective and inclusive consultation is key to the Constabulary's business.

The insight that this provides of our diverse communities is invaluable in ensuring that we achieve the very highest standards of service delivery, and continue to build

the trust and confidence of the people of Norfolk, irrespective of background.

Norfolk's well-established IAG has been very active during 2011 and has played an important role in assisting the Constabulary to develop strategies and policies to improve the quality of life of the people in the county.

I would like to thank the IAG members for their commitment and for sharing their expertise, which is essential in ensuring that every single community in Norfolk enjoys high quality policing.

**WANT TO KNOW MORE
ABOUT THE INDEPENDENT
ADVISORY GROUP?**

**VISIT OUR WEBPAGES AT
[WWW.NORFOLK-PA.GOV.
UK/INDADVGROUP.CFM](http://WWW.NORFOLK-PA.GOV.UK/INDADVGROUP.CFM)**



MESSAGE FROM DEPUTY CHIEF CONSTABLE SIMON BAILEY



As diversity lead for the Constabulary for the past year, it has given me great pleasure to be able to work with the IAG, who have demonstrated on numerous occasions their commitment to providing us with independent advice.

The guidance and support we receive from members adds great value to our work and, most importantly, helps us to quality-assure the service we provide as we strive to deliver excellent service and protection to our increasingly diverse communities.

The forthcoming year will, no doubt, provide us with many challenges. Together with your help, we can continue to make a difference.

This Annual Report comes with a personal message of thanks to the IAG's members in providing your time and counsel to the Constabulary.

Simon Bailey
Deputy Chief Constable of Norfolk Constabulary

CHAIR'S MESSAGE



When I applied to become a member of the IAG, I did so because I saw it as a natural extension of the many years during which I had been involved as a voluntary member of various crime reduction and community partnership activities. I feel that everyone has a responsibility to support the police and other organisations in reducing crime and anti-social behaviour, and this was an additional opportunity to continue to put this belief into practice.

Since the IAG is made up of individuals from a wide range of backgrounds, being part of the IAG is an opportunity to hear, learn and understand how policing can and does affect a whole range of communities across Norfolk. It is evident that police officers of all ranks, along with other support staff, do listen to and respond to the views of IAG members, both collectively and individually. As a result, as you will see, there have been many examples during the last year of the IAG helping to make a difference in a range of ways.

Chairing the Group has been a very enjoyable and privileged experience, and I would like to thank all the IAG members and everyone who has attended and supported IAG meetings for the very positive and significant difference that they have made.

Graham Sigley
Chairman of the Norfolk Independent Advisory Group



VIRTUAL COMMUNITY

Want to help shape the way Norfolk is policed from the comfort of your own home?

Would you be happy to be contacted by email on a regular basis to share your views on the policing issues affecting your local community?

Then join Norfolk Police Authority's Virtual Community.

Email:
virtualcommunity@norfolk.pnn.police.uk

IAG MEMBERSHIP

The IAG has grown in strength this year and has only seen the departure of one IAG member - Stuart Green. Stuart stepped down from the IAG after being elected as one of the youngest councillors in the country. Understandably, he felt he was unable to dedicate sufficient time to the Group due to his future commitments.

Alicia Ward joined the IAG in the Spring, bringing her experience and knowledge of young people to the Group. It is now hoped that a separate Youth IAG will be developed to engage with and focus on the views of younger members of Norfolk's communities.

Kleri Balcer is the newest IAG member and brings to the Group a wealth of understanding and experience of Bulgarian and Russian-speaking communities.

MEET THE MEMBERS

Della Anverali

Having retired in the last few years after a full and active working life, and wanting to stay busy and use the experience she had gained, Della became involved with various groups, voluntary organisations and her local faith group. Somehow, these activities brought her into contact with the local police and she found herself having to revise, for the better, her long-held views of them. Realising the importance of actively engaging with the police force in order to support it in meeting the needs of the people it serves, Della joined the IAG saying: "It has given me the opportunity to play a small part as a member of a diverse group of individuals in shaping the thinking of the force, as well as supporting them in their actions."

Ray Ward


Ray lives in Costessey and is the longest-serving member of the Group. He is always keen to be involved in work related to counter-terrorism and has attended several conferences on behalf of the IAG. Ray has helped highlight the need for public bodies to avoid over-reliance on the internet to communicate with communities and champions the cause for alternative means of communication.

Jane Lebreton


Jane comes from Fakenham and brings to the Group a wealth of knowledge and experience from working with children and families, most recently within Travelling communities. She has been very busy this year advising the Constabulary on issues relating to Gypsies and Travellers and supporting vulnerable women, in particular those who have been victims of rape or sexual assault.

Hameed Malik

Hameed has been a member of the IAG for over a year. He is an active member of the King's Lynn and West Norfolk Learning Disability Group, known nationwide as Mencap. He has served the residents of North Wootton as one of their parish councillors for the last ten years and has been a volunteer for Victim Support Norfolk for the last 12 years. In recognition of his work, Hameed was awarded the Mayor's Award for voluntary service in 2008.



**Norfolk Police
Disability Advisory Forum**
working with



NORFOLK POLICE AUTHORITY

**NORFOLK
CONSTABULARY**
Our Priority is You

Another way to have your say on the way Norfolk is policed

The Disability Advisory Forum is a group of disabled people from Norfolk who give the police advice on how the service delivered to people with disabilities might be improved.

For more information about the Norfolk Police Disability Advisory Forum, please contact Norfolk Police Authority on (01953) 424455 or email disabilityforum@norfolk.pnn.police.uk

Debbie Chedghey

Deb has been an IAG member for just over a year. She is married with two grown-up daughters and has lived in Norwich all her life. Deb is the manager of the Matrix Project, a service which provides support and advice to individuals who work in the sex industry. Deb enjoys working closely with the police and has found the IAG enormously helpful for networking, learning and sharing views.

Janice Stringer

Jan lives in Fakenham. She was involved in a Community Impact Assessment earlier in the year, offering some sound advice which ensured the Constabulary reviewed its media coverage of a particular incident. Jan even managed to offer some advice on the Summer Riots from France! As well as offering advice based on her own experience as a Norfolk resident, she also brings to the group expertise on young people from her teaching background.

Pa Musa Jobarteh

Pa Musa, from Horsford, shares with the IAG his knowledge of new and emerging communities. He has been a frequent advisor in Community Impact Assessments carried out by the Force and has also taken part in Police Gold Group meetings at which strategies for responding to critical incidents and events are discussed and monitored.

Brian Walker

Brian is the Chair of FFLAGG (Forum for Lesbian and Gay Group) in Norfolk and has been involved in raising awareness of Lesbian, Gay, Bisexual and Transgender (LGBT) issues, especially in relation to homophobia and hate crime. He has worked with the Constabulary to raise the profile of LGBT people, their needs and expectations. Brian joined the IAG with the aim of encouraging LGBT victims of crime to contact the police in the confidence that they will be treated with respect and dignity.

Jenni Benstead

Jenni has been a member of the IAG for just over 12 months, and is also Joint Leader of the Norfolk Trans-Forum - a self-help support group for transgender people and their families. Professionally, she works in social housing, specialising in homelessness. As part of the IAG, she has special interests in homelessness, domestic violence and transgender issues.

Alicia Ward

Alicia lives in Norwich and is the youngest member of the IAG. She was a student at Great Yarmouth College taking the Uniformed Public Service course when she first joined. Alicia is involved in youth activities, including being a scout leader, and hopes to play a role in setting up a Norfolk Youth IAG.

Rajan Verma

Rajan has 20 years' experience working as a secondary school ICT teacher and running his own computer business. He joined the IAG in October 2010 and has been consulted on a number of issues concerning children and young people. Rajan is fully trained in Child Exploitation and Online Protection (CEOP) and has provided valuable advice to the Constabulary around online issues such as cyber bullying. He has also been involved in police workshops.

David Parker

David comes from Dereham and has worked with the Constabulary on a number of occasions this year, including taking part in some of the Force's Gold Group meetings. He brings to the Group knowledge of living in London.

Sarah O'Hara

Sarah joined the IAG after its 2010 AGM and has a health and business background. She originates from Norfolk and currently resides in Thorpe St Andrew. Sarah also sits on the Norfolk Police Disability Advisory Forum, providing a link between the two advisory groups.

Kleri Balcer

Kleri came to the UK from Bulgaria 20 years ago. In Bulgaria, she was a radio journalist and media researcher. In the UK, she started work as a Russian teacher in schools, promotes English education to Bulgarians, and has interpreted for the police, courts and probation service. Kleri is the Secretary of the Bulgarian community in Norwich and Norfolk.

REVIEW OF 2011

January

The Group reviewed the Constabulary's Equality Action Plan, which sets out how the Force plans to meet its responsibilities under equality legislation. Feedback from the National IAG Conference was received by the Group from the members who attended it, and the recent AGM was discussed and consideration given to the 2011 event.

Members raised concerns that they had not been consulted on recent Community Impact Assessments carried out by the Constabulary; this would be reviewed by Deputy Chief Constable Simon Bailey.



February

The meeting focussed on a live case study of a street in Norwich which had experienced cohesion problems for a number of years. The members split into small working groups and considered the approach taken by public sector partners to improve relations in the area, suggesting what could be done differently. Their input was then fed into the live problem-solving plan.

March

An overview of Community Impact Assessments and how IAG members may be involved was presented by DCC Bailey, alongside discussions around Gold Group meetings and Critical Incident briefings. The Group then received feedback from the Constabulary's Customer Focus Team following their input into the survey work carried out in 2010 on experiences of contacting the police, and an IAG member fed back about a positive experience of reporting a hate crime. The Only Gay in the Village awareness events were promoted.



April

The Group received a presentation on proposed changes to Norfolk's policing structure arising from the Neighbourhood Policing Review, and members were encouraged to see that earlier consultation with them had been taken into consideration.

One of the members fed back on their involvement in a Community Impact Assessment.

May

A recent case investigated by the Major Investigation Team was presented to the Group to show how an investigation evolves and where the IAG members had fed in.

The members were asked to consider community tensions following the death of Osama Bin Laden to be fed into a live Community Impact Assessment, and the Group reviewed the latest Stop and Search statistics.

June

The IAG said goodbye to a member who had been successful in becoming one of the youngest councillors in the country.

The Group was advised that the statutory requirement for constabularies to record Stop and Account encounters with the public had been removed, but that Stop and Search recording requirements had stayed the same.

Members heard that, at present, officers in Norfolk recorded Stop and Account via buttons on their Airwave radios and the Group was asked if they would support this continuing. All members agreed it was useful to have the data gathered from Stop and Account encounters to help identify any areas of concern and evidence that police stops powers were being used appropriately and fairly in the county.

The Group received feedback on an event organised by one of the IAG members in their professional capacity to challenge public perception of individuals involved in the sex industry, and the Big Lunch event supported by the Police Authority which aimed to promote community cohesion between different ethnic groups. The IAG also heard from one of its members who had co-judged



one of the categories in the Norfolk Safer Community Awards (NOSCA's) run by the Constabulary to recognise and celebrate dedication, both within the Force and in the wider community, to making the county a safer place in which to live and work, and to visit.

July

Gay Pride and the North Norfolk Pride beach party preparations were discussed. Dale Farm was highlighted as a potential community tension for later in the year. The Group received a tour of the Contact and Control Room and had the opportunity to ask questions on call-handling and police response, as well as finding out more about how major incidents are dealt with.



August

The Group fed back on their Control Room visit, the Gay Pride events and changes to the Ormiston Travellers' Initiative.

Members received a presentation on Restorative Justice - a process which seeks to bring those harmed by crime or conflict into communication with offenders with the aim of repairing the harm and finding a positive way forward. The Group was asked to consider whether Restorative Justice could work for victims of hate crime.

Outside of the meeting, one of the members was involved in a review of the Constabulary's Rape Strategy.



September

Discussion was had in relation to how the IAG members could work alongside the Operational Partnership Teams being established as one of the changes to Norfolk's policing structure, with particular emphasis their contribution to monitoring community tensions. Deputy Chief Constable Simon Bailey then gave a debrief on the recent riots in London and Norfolk Constabulary's support to the Metropolitan Police.

A representative from the Crown Prosecution Service gave the Group an update on the Eastern Area Local Scrutiny and Involvement Panels which were being set up and members discussed how the IAG could work with the new Panels.

The Group was joined by four young people from a local mentoring project who came to the meeting to find out about the role of the IAG, with an interest in forming an equivalent police advisory group for young people.

October

The Group worked on another live Community Impact Assessment following a public order incident in a rural community. The Group gave feedback, particularly around impacts on young people and public confidence.

The Group welcomed Kleri Balcer from the Bulgarian community as a potential new member.

November

The potential impact on communities of the Day of Action planned for 30 November 2011 was explored, and arrangements for the IAG's AGM in December were finalised.



Do you have an opinion on policing and crime in Norfolk? Would you like to help shape the county's policing service? If so, take the Norfolk Police and Crime Survey at: www.norfolk-pa.gov.uk/survey.cfm

Norfolk Police Authority is an independent body made up of 17 local people who oversee the work of the Constabulary. In order to help inform the decisions it makes about the police budget and policing priorities, the Authority would like you to tell them what you think about crime and policing in the county.

The Survey consists of just 12 multiple choice questions, so will only take a few minutes to complete. Visit www.norfolk-pa.gov.uk/survey.cfm or, if you would prefer to complete a hard copy or need the survey in any other format, please contact the Police Authority on (01953) 424455.

THE YEAR AHEAD

In November 2012, Norfolk Police Authority, along with all other police authorities in England and Wales, will be replaced with an elected Police and Crime Commissioner for the county. The IAG will continue to receive the Authority's full support in the lead up to November's transition.

It is hoped that 2012 will give the Norfolk IAG an opportunity to work with its Suffolk counterparts, and also support the Crown Prosecution Service's Local Scrutiny and Involvement Panels in their work.

The IAG has significantly grown in strength over the last year and is currently running at full capacity. The Group is operating a waiting list for anyone interested in becoming a future member. For further details, please see below.

HOW TO JOIN THE NORFOLK INDEPENDENT ADVISORY GROUP

Do you have an interest in policing and its effect upon your community? Would you be willing to share your own views and experiences to help shape the policing service received by all of Norfolk's communities? Could you work as part of a team? Can you contribute the time, energy and commitment to attend monthly meetings?

If the answer to these questions is yes, then contact Norfolk Police Authority to find out more about becoming a member of the Independent Advisory Group.

Telephone: (01953) 424457 Email: IAG@norfolk.pnn.police.uk
Website: www.norfolk-pa.gov.uk



NORFOLK POLICE AUTHORITY
Ensuring an Efficient and Effective Police Service

POLICE BUDGET CONSULTATION EVENT

A public meeting is being held on 19 January 2012 to discuss the police budget for 2012/13 and the impact on your Council Tax.

The meeting will take place at Norfolk Constabulary's Headquarters, Jubilee House, Falconers Chase, Wymondham, Norfolk, NR18 0WW.

Doors will open at 6.30pm for a 7pm start.

This meeting is open to both members of the public and non-domestic rate-payers.

For more information visit www.norfolk-pa.gov.uk, or call (01953) 424455.



NORFOLK
CONSTABULARY
Our Priority is You

SIGN UP TO RECEIVE POLICE INFORMATION WHERE YOU LIVE

Because Norfolk Constabulary is committed to keeping you informed about what's happening in your neighbourhood, we have introduced a messaging service called Police Direct.

Sign up today and you will begin receiving localised police messages by email, mobile, landline or fax – the choice is yours. Select the type of information you want to receive, from e-newsletters to crime prevention advice, and we'll do the rest. You can be kept up-to-date with news from your local Safer Neighbourhood Team, the actions they've taken recently and the outcomes, as well as the dates, times and locations of when you can meet your local officers face-to-face.

Register with Police Direct today at www.norfolk.police.uk or call 101